

MEMORANDUM

2/21/2014

TO: George Griffin, Director, Department of Liquor Control
Joe Adler, Director, Office of Human Resources
FROM: CountyStat
SUBJECT: DLC Performance Review

The following items were identified for follow-up during the 2/19/2014 CountyStat Meeting:

1. Conduct a study on DLC denied leave requests vs. unscheduled leave
Responsible parties: CountyStat
Other parties: none
Deadline: 4/30/2014
2. Provide CountyStat access to DLC truck GPS data and reporting to help DLC better plan routes to maximize efficiency
Responsible parties: DLC
Other parties: CountyStat
Deadline: 3/31/2014
3. Assess how to mine and utilize historical sales data to create opportunities for proactive marketing (e.g. contact customers when specific items are on special or when a prior order may be running low)
Responsible parties: DLC
Other parties: none
Deadline: 8/29/2014
4. Work with OHR to deliver on-site sessions for mandatory trainings
Responsible parties: DLC
Other parties: OHR
Deadline: 6/30/2014
5. Remove the Customer Satisfaction Survey scores related to Communications from DLC's overall average, as they reflect consumer behavior, not DLC performance (the questions should remain in the survey, though)
Responsible parties: CountyStat
Other parties: none
Deadline: 4/30/2014

cc: Timothy Firestine, Chief Administrative
Fariba Kassiri, Assistant Chief Administrative Officer